Newfoundland Public
Libraries Board

1986-87
ANNUAL
REPORT

ISSN 0317-1523

THE
51ST ANNUAL REPORT
OF THE
NEWFOUNDLAND PUBLIC
LIBRARIES BOARD
FOR THE
YEAR ENDED MARCH 31, 1987

CONTENTS

1.	Letter of Transmittal	i
2.	Board Members 1986-87	ii
3.	Newfoundland Public Library Services	iii
4.	Highlights	iv
5.	Chairman's Remarks	1
6.	Chief Provincial Librarian's Report	3
7.	Administrative Services	6
8.	Conferences & Workshops	7
9.	Provincial Services Reports	
	Provincial Books-By-Mail	8
	Provincial Reference & Resource Library	9
	Technical Services Department	12
11.	Regional Library Systems Reports	
	Avalon	16
	Bonavista-Burin	17
	Central	19
	Gander	20
	Labrador-Northern	22
	Western	24
12.	St. John's City Libraries	26
13.	Financial Section	28
14.	Statistical Information	30
15.	Charts	32

NEWFOUNDLAND PUBLIC LIBRARIES BOARD

LIBRARY ADMINISTRATION OFFICES
ARTS & CULTURE CENTRE
ST. JOHN'S, NEWFOUNDLAND
A1B 3A3

September, 1987

Honourable Bill Matthews, M.H.A.
Minister, Department of Culture,
Recreation and Youth
Government of Newfoundland and Labrador
St. John's, Newfoundland
A1C 5T7

Dear Sir:

In accordance with the revised Public Libraries Act, 1975, we hereby submit the report of the Newfoundland Public Libraries Board for the year ended March 31, 1987.

Agnes Richard

Agnes Richard, Chairman

Pearce J. Penney

Pearce J. Penney, Chief
Provincial Librarian and
Secretary to the Board

Telephone (709) 737-3964, 3965, 3966, 3967 / Envoy 100 ADMIN.NPL

BOARD MEMBERSHIP
1986-87

Chairman:	Agnes Richard
Vice-Chairman:	Suzanne Sexty
Secretary:	Pearce J. Penney

Don Blackmore
Evelyn Devereaux
Job Halfyard
Donald Harvey
Gordon King
Gladys Snow
Eldon Swyer
Edgar Clarke
Kelvin Fowler
Anne Hart
Leila Janes
Stewart Ralph
John Snow

Standing Committees

Executive
Agnes Richard
Suzanne Sexty
Kelvin Fowler
Don Blackmore
John Snow
Don Harvey

Finance
Don Blackmore
Edgar Clarke
Stewart Ralph
Evelyn Devereaux
John Snow
Leila Janes
Suzanne Sexty

Staff
Don Harvey
Suzanne Sexty
Gordon King
Gladys Snow

Planning & Priorities
John Snow
Eldon Swyer
Anne Hart
Job Halfyard

NEWFOUNDLAND PUBLIC LIBRARY SERVICES
1986-87

Minister, Dept. of Culture	Honourable Bill Matthews
Chief Provincial Librarian	Pearce J. Penney
Deputy Chief Provincial Librarian	Diana F. Rose
Financial Administrator	D. Max Frampton
Provincial Reference & Resource Dept.:	
Department Head	Mona Cram
Assistant Head	Charles Cameron
Newfoundland Section	Lynne Cuthbert
Interlibrary Loans	Anne Martin
Technical Services Dept.:	
Department Head	Brenda Ryan
Provincial Books-By-Mail Service:	
Librarian	Elaine Morton
St. John's City Libraries:	
City Librarian	Mary C. Jones
Young Adult Services	Harriet Mercer
Children's Librarian	Gail Hogan
Reader's Advisor and Mobile Services	Joan Wheeler
Avalon Region:	
Regional Librarian	Margaret McClintock
Bonavista-Burin Region:	
Regional Librarian	Victoria Murphy
Central Region:	
Regional Librarian	Ralph Dale
Gander Region:	
Regional Librarian	Patricia Parsons
Labrador-Northern Region:	
Regional Librarian	John White
Western Region:	
Regional Librarian	Elinor Benjamin
Corner Brook City Librarian	Lynne West

HIGHLIGHTS FOR 1986-87

** Library survey on library visits and in-library material use.

** Completion of proposed revisions to the Public Libraries Act.

** Completion of the first year of the Library Certificate Programme.

** Increase in overall circulation, reference inquiries and inter-library loans.

** Member of the Board receives the Canadian Library Trustees' Association Merit Award.

** Board adopts the International Library Logo.

** Planning for Symposium on Library Service to be held in 1988.

** Participation in National Photocopy Study of public libraries.

REPORT OF THE CHAIRMAN

The Board was honoured during the year when one of its members, M. Anne Hart, received the Canadian Library Trustees' Association Merit Award for outstanding contributions to public libraries on the national, regional and provincial levels. This is the fourth person from the Board to receive this honour since 1969.

The Board has been active in a number of areas over the year, some of a national nature and others provincial. The National Photocopy Survey, sponsored by the Canadian Library Association, was supported by the Board through a contribution of $1,000.

Letters expressing the Board's concern over the book tariff, postal subsidies and possible closure of rural post offices were forwarded to Federal Members of Parliament.

The international library symbol was accepted by the Board, not to replace the existing logo of the Public Library Services, but to be added to all letterhead.

Work continued on the new revised Public Libraries Act and regulations. The Board is optimistic that the new legislation will be presented to the House at the fall sitting. In the meantime, a committee of the Board is working on regulations to accompany the revisions to the Act.

The Library Certificate Programme has been in place for one year and the results are very encouraging. The courses are geared to staff in the rural library situation where most of our libraries are run by one person.

The Board has begun planning for a symposium in 1988 at which long-range planning as well as an analysis of existing services will be undertaken. Participants will include representatives from all regional library boards plus senior staff. The objective is to prepare a blueprint for public library services beyond the year 2000.

The Board is concerned over the continued financial restraints which are preventing us from expanding the services in accordance with the demands and increasing the

funding for library materials to meet patrons' requests. In other instances communities are requesting library service and the Board can do little more than grant approval in principle, pending availability of funds.

Two members of the Board, Evelyn Devereaux and Edgar Clarke, completed their term, and at this time I would like to express, on behalf of the Board, sincere thanks for their contribution.

The Board expresses its thanks to the Minister of Culture, Recreation and Youth and, through him, all his senior staff who have provided support and co-operation; to board members at the provincial, regional and local levels for all their efforts during the year and to staff in all libraries for their dedication and hard work; they have demonstrated their willingness to go beyond the call of duty to serve our patrons.

Respectfully submitted

Agnes Richard
Chairman

CHIEF PROVINCIAL LIBRARIAN'S REPORT

The 1986-87 fiscal year has shown progress in a number of areas despite a continued period of financial restraint in the area of library material expenditure. While the overall budget increase was 6.9 percent over the previous year, the personnel costs increased by 5.5 percent, leaving only 1.4 percent to be spread over all the other budget items. The overall impact on the library materials budget is enormous when you consider that the costs of books have increased an average of 10 to 13 percent per year, for the last five years. The point of diminishing returns is fast approaching unless we can have a significant infusion of funds for the purchase of more library materials.

The value of a good public library service cannot be overstated. We live in a society that has focused on economic growth to the exclusion of almost every other aspect of life. This thought was so eloquently expressed by one of North America's best known economists that I have taken the liberty to quote it in this report. The occasion was the 75th anniversary celebration of the New York public library, May 22, 1986, and the author was Professor John Kenneth Galbraith:

> "I rise, as an economist, to propose a toast. It concerns, you will not be astonished to hear, economics and those who promote economic growth in our time. For our greater well-being they urge the greater production of automobiles, commercial fertilizers, cosmetics and personal computers. Thus by these things, we expand and improve the American standard of living. And they urge restraint, reduction and strict economy in the provision for clean streets, public housing, public education, museums, the arts - and - public libraries. Spending for these amenities and delights, they hold, is a burden on the economy. It is at cost to economic growth. These things are not part of our American standard of living. Sound economic policy requires that expenditure for such purposes be severely repressed so that our production of automobiles, fertilizer and cosmetics may be enhanced. I repeat: they hold spending on museums, schools and libraries to be against economic growth.
>
> So my toast. It is to the compassionate but very early retirement of all economists, economic spokesmen and

> their intellectually retarded captives who espouse such nonsense. And I ask you to raise your glasses to all those economists, those public figures, who hold that libraries are an important, indeed an essential, part of a civilized living standard."
>
> From Library Journal
> September 15, 1986

The importance of the library in the community is demonstrated through the use of the library service in the province. Circulation increased by 8.7 percent, inter-library loans by 7.6 percent and reference enquiries by 16.7 percent. A statistic collected for the first time was the number of people visiting the library, based on two survey periods. After all the figures were tabulated, they showed the total number of visits to be 1,333,514, that represents 2.3 visits per capita.

A survey of the materials used in the library was conducted also for the first time. However, some refinement needs to be made to the methods used to collect this information; consequently, we do not have a figure to quote this year. We are confident from the data collected in the two preliminary surveys that it will exceed the figure for circulation. All of this proves that people are using the public library service to a far greater extent than previously thought. Therefore, it is very important that we provide the current information to our patrons and as well provide maximum access. Anything less than a quality service is not good enough.

In the area of staff development, we are participating in a Library Certificate Programme for local library staff, through the Division of Continuing Education Studies, Memorial University. Local library staff registered for courses in both fall and winter semesters. The enthusiasm and interest were very high and the results most gratifying.

The second person enrolled in the Personnel Planning Program completed her graduate studies at Dalhousie Library School and graduated in the spring with her Master in Library Science. Judy Escott has returned to the Public Library Services and is occupying the position of Avalon Region Resource Librarian, Mount Pearl Public Library.

In conclusion may I say that it was a very busy and, in many respects, productive year. However, none of it would have been possible without the support of a lot of people. Therefore, I would like to express sincere appreciation to the officials of the Department of Culture, Recreation and Youth for their co-operation and support given over the past year.

The members of the provincial, regional and local library boards deserve high praise for the volunteer service provided at all three levels of the Board's operation.

There is a key group of people without whom there would be little to report. The staff who, at all levels of the service, have excelled in their devotion, dedication and plain hard work. To them we are deeply indebted, and a personal thank-you is extended to each and everyone.

Thanks to the media for their interest and co-operation during the past year in assisting with the promotion of public library services throughout the province.

Pearce J. Penney
Chief Provincial
Librarian

ADMINISTRATIVE SERVICES

The branch provides central administrative services, administers the total library budget including a central payroll for all staff throughout the province, accounts payable and grants to local libraries.

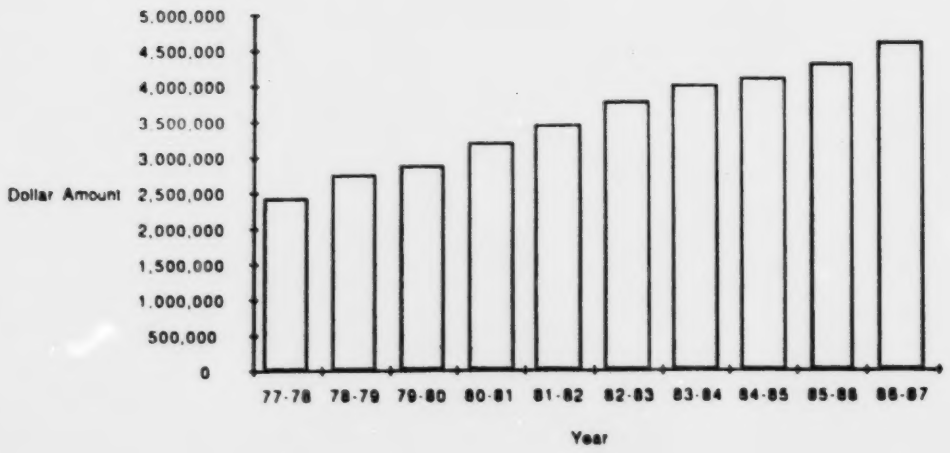
During the 1986-87 fiscal year, the Business Office continued its study for phase two of the automation system to include the accounts payable and the additional hardware and software were ordered for implementation early in the new fiscal year. A word processing system was installed in the secretarial office and has proven to be very effective.

The Envoy 100 system, installed the previous year, has proven to be very efficient and cost effective. The long range plans for expansion into the larger libraries, particularly the regional resource libraries, will be addressed over the next two years.

A breakdown of expenditures gives an overview of how the funding is distributed throughout the system. These figures include salaries and benefits for local library staff in the regions.

Provincial funding over the past five years has shown a slight increase; however, this has not kept pace with the inflation factor resulting in a decrease in the buying power for library materials. The following chart demonstrates the increases provided by the Provincial Government for operating purpose.

Provincial Funding 1977/78 - 1986/87



CONFERENCES AND WORKSHOPS

As in previous years, staff participated in a number of conferences and workshops during the year. The value of involving staff in these events cannot be overestimated as it provides an opportunity to exchange ideas and learn about recent trends in library services.

The Atlantic Provinces Library Association conference was held at St. John's and offered the opportunity for more staff to participate fully in the programme. It also meant that a number of staff were involved in the local arrangements to host the conference. Twenty-five staff members attended and, according to the reports submitted, were pleased with the results.

Five staff members attended the annual conference of the Canadian Library Association, in Quebec City.

Two other staff members chose to attend the Public Library Association conference, which was held in St. Louis, Missouri, April 2-5, 1986.

During the fall the Canadian Library Association held a seminar on microcomputers which a number of staff attended.

As well, there were the seminars conducted by the Public Service Commission, not only in St. John's but throughout the province, which a number of staff, from all levels of classification, attended.

Local workshops conducted by regions saw staff from the local libraries participating as part of the continuing education process in the whole area of staff development.

It is extremely important that staff be provided the opportunity to participate in as many formal and informal continuing educational activities as possible because the end results can only lead to an improved quality of library services to the patron.

PROVINCIAL SERVICES

There are three services which are provincial in scope and which report directly to the Provincial Library Board. They are Provincial Books-By-Mail, Provincial Reference and Resource Library and Technical Services.

Provincial Books-By-Mail:

The 1986-87 year has proved a busy one for the mail-order service. The annual catalogue was given a face-lift consisting of new cover and layout with a different mix of typefaces to make a more appealing product. These changes came with a price tag of $4,000 lower than the previous year. Further improvements can be expected in the coming year.

Unfortunately, automation plans were delayed this year. Newfoundland and Labrador Computer Services have been involved in our search for a suitable software package, but response to their inquiries has been slow. Our expectations are high for the up-coming summer to see installation with a January start-up for circulation to go on-line.

This year saw a 10.75 percent increase in circulation over last year, with 59,852 books borrowed. Of these, 38,555 went to people living within the borders of Central Region libraries and 21,297 were sent to Labrador-Northern Region. These circulation figures represent an approximate ceiling of circulation with the manual procedures presently in force. They have only been significantly raised at times when several part-time workers were hired during the September-November and January-March periods of maximum usage. These peaks immediately follow the distribution of the new catalogues in Labrador-Northern Region and Central Region, respectively.

The cost of providing this service, as calculated from total circulation against the total budget, was $2.80 per book circulated. This compares well with last year's figure of $2.91. The cost per catalogue was the biggest savings, dropping from $1.04, in 1985-86, to $0.84 this year. Records are kept of the amount of postage spent on the circulation of books and on average it cost $0.0875 per book. Cost-savings measures are taken wherever possible.

The coming year promises to be challenging. Automation will make a profound difference in procedures and can be expected

to reduce the turn-around time for filling book orders. It will take hands-on experience to correctly estimate the time needed for processing and in-putting of the new books into the database. The present ceiling on maximum book orders can be expected to rise significantly; however, such factors as the extent of the bookstock and the time needed to actually shelve and pick up book orders may impose new limits on productivity. Automation challenges us to master new skills, but it promises to give great benefits. Accurate circulation figures for specific titles will be vital to collection development; the ability to search the catalogue by author and title will allow us to respond to queries from our patrons and regional libraries; inventory control will make it possible to re-order popular titles as copies are damaged and evaluate the liability of a used catalogue to serve a new community. The automated system and its ramifications will be evaluated with care over the coming year in preparation for further expansion of the mail-order library service.

Provincial Reference and Resource Library

The fiscal year 1986-87 more than equalled in activity the previous year which had been very busy. Although the total number of requests received for information increased only slightly the use of library materials showed a substantial rise with general periodical and vertical file materials, etc., increasing by almost 6 percent while use made of the Newfoundland Reference Collection increased to over 15.6 percent. The number of requests received for interlibrary loans from outside the province increased by 9 percent but, the Library borrowed approximately 20 percent less from them. This may be mainly because there were fewer researchers involved with major research projects using the Library this year.

All routine work of the Department continued; professional staff attended both the Atlantic Provinces Library Association and the Canadian Library Association Conferences; staff participated in the various professional meetings and committees of the public library system; together with the entire Public Library Services, two in-library use surveys were conducted in two, one-week periods at the end of October and at the beginning of February; statistics on the use of the library in the periods from 7 p.m. to 9:30 p.m. were collected; two bibliographies were sent to all libraries of the Newfoundland Public Libraries System; visits were received from 19 classes from schools in the St. John's area and outside and a policy of regularly selling withdrawn reference works was initiated.

Although the number of books circulated from the Multilingual Collection directly to patrons in the St. John's area declined by 14.9 percent, the importance of this service to the various ethnic groups in the province still remains. This decline is probably due to changes in the ethnic population rather than lack of interest in this service. Rotating Collections have been placed in the public libraries in Corner Brook, Labrador City and Happy Valley and will be extended to other libraries as demand develops. In June, 1986, the Provincial Reference Librarian visited the Headquarters of the Multilingual Service of the National Library in Ottawa and attended a stimulating workshop there.

An application for an Indexing Project under the Federal Government's Section 38 Programme was turned down, but in July, 1986, the Library was fortunate enough, through the Provincial Government's Department of Social Services, to obtain 60 weeks help to print up code sheets for entry into the Newfoundland Newspaper Index. Through this help code sheets for selected items from the Evening Telegram, June, 1967, to December, 1969, were prepared for coding. As the Union Contract does not permit the training of these people even to do simple coding, these code sheets cannot be added to the Index until funds are available to pay a coder. Fortunately, several months funding was found and by the end of March a limited number of these sheets were entered. These additional entries do not appear to be indicated in the statistical table, the reason being, that in 1985-86 entry sheets for 4 years of the Diocesan Magazine were added to the file. These were prepared by the group working for St. Thomas's Church, not by Reference staff and consequently, took very little time from the library indexers. The Newfoundland Newspaper Index is a most valuable reference tool and could be made even better if it could be kept more up-to-date and if the back files on hand-written slips and typed cards could be added. With current staff using the present computer programme we can barely index, in varying degrees of coverage, the current issues of the Evening Telegram. However, if the back files could be added, through sales the Index possibly could become self-supporting. Therefore, it is essential to allocate additional funds to this product and also investigate the possibility that because of advances in technology, a less time consuming method of entering items in the Index may be found.

During the past year, no application was made for grants to continue the newspaper conservation project as the conservator and her assistant, who trained those taken on through these grants, were both out of the Province. However, application was made through the Newfoundland and

Labrador Archival Council under the Government of Canada's "Arrangement and Description Backlog Reduction Cost-Shared Cooperative Programme", for a grant to catalogue and index the photo collection. Unfortunately, as an equal amount of funds has to be contributed by the successful applicant, the Library was only able to apply for a $5,000 grant. Nevertheless, if successful this should give the Library a good start on this project.

On February 12, the Provincial Reference and Resource Library sponsored a half-day workshop on the Access to Information Act. The workshop, which was one of a number held in various cities across Canada, was given by the Assistant Information Commissioner Bruce Mann and the Director of Investigations Celine Riopel. It was designed to explain both the basic rights and procedures under the Act and the complaint-handling role of the Information Commissioner. This workshop was well publicized and attended by 25 persons representing the Evening Telegram, CBC-TV and various libraries in the St. John's area including the Provincial Reference and Resource Library.

The Newfoundland and Labrador Genealogical Society, which had been housing its collection of genealogical materials in the Library, acquired its own office and took back its collection; however, close co-operation continues between the Library and the Society and researchers are mutually referred from one to the other when appropriate.

The Library continued to receive donations of materials both for the General and Newfoundland Reference Collections. These gifts included books no longer needed in the various library regions of the province especially novels for inclusion in the Last Copy Fiction Collection; a group of Newfoundland materials from Mrs. Grace Butt, a former member of the Library's staff; a number of Newfoundland school text-books from Ms. E.A. Hillyard and 15 manuscript letters of Captain Charles Dawe, given to the Library by Mr. Robert D. Dawe.

In conclusion, 1986-87 has been a busy and successful year with the Library managing to maintain its high standard of service to the public. However, the problem of lack of sufficient funding for library materials continued and the Library remains unable to build up the large Reference Collection which it needs if it is to continue to be able to supply the demands that will be made of it as a provincial service.

Technical Services

At the end of 1986-87, there were 92,387 titles in the COM catalogue. Actually, since 1981, 97,873 titles were entered into our UTLAS file; but through the process of weeding and discarding, 5,486 titles have been dropped from the COM.

The statistics on processing show a decrease in the number of library materials processed in 1986-87 compared with 1985-86. One wonders how low this figure will become if current funding trends continue. Looking back at processing statistics over the last twenty years or so, we see comparable figures appearing in the mid-sixties. For example, in 1985-86 we processed 43,105 items; in 1967-68, 45,453 volumes were processed; this current year saw 39,460 items processed; and in 1965-66, 32,324 volumes went through the Department. On the other hand, the seventies showed enormous growth: 1975-76, 72,785 volumes; 1976-77, 79,532; 1977-78, 70,325 and 1978-79, 72,723. While regions and departments may be buying and processing more paperbacks at the local level, these figures also demonstrate the devastating impact that certain factors such as financial restraint and ever increasing book prices are having on our library collections.

During the year, we continued to add retrospective titles from the Provincial Reference Collection, the Reference Last Copy Fiction Collection and adult non-fiction collections in St. John's, Corner Brook and Grand Falls. Titles from the classics standard list were added to the COM; and fiction titles from the standard authors' lists were added for the Labrador City Regional Resource Library. Gander Region, through the means of a federal grant, did some RECON work on its own; staff were trained to search the COM, locate added copies and complete Book Location Change forms. These forms were sent to Technical Services and as a result, 1,357 retrospective titles from Gander Region were added to the COM.

Six hundred and forty-nine titles were catalogued by mail; and 228 new titles were added for the Churchill Falls School Library.

In the coming year, we will continue to add retrospective titles from the Provincial Reference Collection and adult non-fiction collections in the three locations mentioned above. At present, approximately 70 percent of all retrospective titles in the Newfoundland Reference Collection has been added to the COM.

During the year, we received three COM catalogues from UTLAS. UTLAS also produced 1,274 shelf list cards for titles in the Newfoundland Reference Collection. Current copies of the COM catalogue are sent to Goose Bay Base library and North West River volunteer library. The Labrador Institute of Northern Studies Information Centre and the Library, Newfoundland Forestry Centre have been added to the list of libraries receiving old editions of the COM.

In May we started an Authority File for popular music phonodiscs and cassettes; this contains performers' names with classification numbers and subject categories. The Non-fiction Authority File of authors is now completely up-to-date and new names are added on a regular basis.

Technical Services
STATISTICS 1986-87

	1986-87	1985-86
NUMBER OF VOLUMES PROCESSED		
Region or Department		
Avalon Region	5,383	5,169
Bonavista-Burin Region	2,861	2,841
Central Region	6,213	7,556
Gander Region	4,252	5,088
Labrador-Northern Region	4,036	2,404
Reference & Resource Library	3,253	5,131
St. John's	6,818	6,072
Western Region	6,644	8,844
TOTAL	**39,460**	**43,105**
NUMBER OF TITLES		
Non-fiction	7,126	6,310
Fiction	4,736	5,201
TOTAL	**11,862**	**11,511**
Non-fiction Adds	4,836	3,400
Fiction Adds	3,162	2,391
TOTAL	**5,791**	**4,583**
DISCARDS FROM COM		
Region or Department		
Avalon Region	514	146
Bonavista-Burin Region	29	25
Central Region	168	94
Gander Region	150	17
Labrador-Northern Region	53	106
Reference & Resource Library	80	48
St. John's	2,325	733
Western Region	261	166
TOTAL	**3,580**	**1,335**

	1986-87	1985-86
DISCARDS FROM OFFICIAL CATALOG		
Region or Department		
Avalon Region	37	--
Bonavista-Burin Region	--	--
Central Region	12	1
Gander Region	72	--
Labrador-Northern Region	16	--
Reference and Resource Library	366	60
St. John's	338	864
Western Region	313	625
TOTAL	1,154	1,550
LOCATION CHANGES		
Region or Department		
Avalon Region	119	298
Bonavista-Burin Region	40	6
Central Region	38	54
Gander Region	57	58
Labrador-Northern Region	133	45
St. John's	507	53
Western Region	74	88
TOTAL	968	602
RECON		
Reference & Resource Library	1,285	787
Reference Fiction(Last Copy)	302	2,167
Other	2,187	2,488
TOTAL	3,774	5,442

UTLAS DATA BASE SEARCHING

	In Data Base	Not in Data Base
Non-Fiction	88%	12%
Fiction	94%	6%

REGIONAL REPORTS

There are six regions in the province serving one hundred and one (101) libraries, excluding the City of St. John's. The number of libraries in each region varies from twenty-two to nine.

The year under review showed a number of areas where there were increases in the service, others were in a holding pattern while some showed slight decreases as the following summaries will show.

Avalon Region:

While the overall circulation for 1986-87 is down by 2 percent from the previous year, other areas in the service showed an increase. Interlibrary loans were up by 2.7 percent, increasing from 3,583 to 4,551. The number of registered borrowers shows an increase of 7 percent, 15,195 to 16,321 and reference enquiries by 24 percent, from 11,180 to 13,872. Attendance at library programmes and school class visits was 9,170.

A library survey conducted during the year to measure the extent of library material being used in the library but not taken out and the number of people using the library, provided us with some very important statistics. Based on the sample survey, 218,155 pieces of library material were used in the library and 148,184 people went to the library. Therefore, the conclusion drawn from these figures is that many people are using the library; as a matter of fact, there was almost as much material used in the library as was circulated.

Services through the Region's books-by-mail to seniors and the Coast Guard showed a slight increase again this year.

Considerable time was spent on preliminary work on the proposed new resource library at Mount Pearl. Many meetings were held with town officials, the local library board and the architects. Plans were finalized, and hopefully the building will be completed by the end of the calendar year.

Several libraries undertook to improve, through renovations and repairs, their library facilities. The result is that most libraries in the Region are in pretty good physical shape.

There is concern in the Region over the inadequate funding for library materials. Young readers are complaining that there are not sufficient new books coming into the libraries to maintain their interest; consequently, many of them are dropping out.

The Children's Book Festival was celebrated in the Region with Monica Hughes, a well-known author, visiting a number of libraries and reading from her books. Also, Paul O'Neill, a local author, visited two libraries and read from his works.

Bonavista-Burin Region:

The 1986-87 fiscal year has had its highs and lows. On the positive side, registration and interlibrary loans have increased while the use of books, magazines, cassettes and vertical file material in the library has been recorded for the first time along with library visits, class visits and library programmes.

The bookstock in the Region has increased by 5.4 percent, to 77,409. "Young Adult" books were highlighted in 1986-87, with special sections in each library being created for them. This has proved to be quite popular. In addition, the establishment of a rotating cassette collection has meant that a greater variety of cassettes is available to patrons without any extra expense.

The number of registered borrowers has gone up by 15.4 percent, to 8,306 which means 21.3 percent of the population served are registered borrowers - a figure which is on target with the goal set in the Region's Five-Year Plan.

However, the total circulation of 166,001 represents a drop of 4.5 percent, with the greatest decline occurring during the stormy winter months of January and February (a 13 and 18 percent drop, respectively). Fewer adult and juvenile fiction and picture books were checked out this year, although paperbacks and magazines continued to be well used.

For the first time, the use of books, magazines, cassettes and vertical file material, which were looked at in the library but were not checked out, was estimated through surveys conducted in October and January. It is interesting to note that the total annual estimate of 241,097 items used in the libraries was greater than the annual circulation.

An annual estimate of library visits was also calculated through another survey, with the total of 89,922 visits representing 2.3 visits per capita.

There were 1,272 children who participated in 70 programmes being offered at the libraries, while 3,002 students in 170 classes visited over the year. There were 6,625 reference questions answered by the staff at the primarily one-person libraries.

These new statistics reveal that the libraries are being used for much more than checking out books. However, the survey process will be undergoing some additional refinement next year.

The number of books ordered from the microfiche catalogue has jumped by 45 percent, to 775 this year, far surpassing the goal set in the Five-Year Plan. Of these requests 86 percent are initiated from 5 of the 11 libraries. There were 894 books loaned, with over half of these being supplied by the Clarenville library. It is apparent that the Clarenville library is fulfilling its role as the Regional Resource library to a greater extent each year.

Requests for information or books not found on the microfiche have increased by 17.6 percent, to 641. The Regional Headquarters was able to fill 62 percent of these, primarily through the Clarenville library and the exchange collection. It is encouraging to note that the percentage of requests filled within the Region has been steadily increasing over the last three years, from 41 percent to 50 percent to 62 percent in 1986-87. In this area, the Region has met one of its Five-Year Plan goals several years ahead of schedule.

There have been several positive developments this year. Despite the overall decline in circulation, it is clear that more people are making a great deal of use of the libraries to read magazines, browse, do school assignments and to attend library programmes.

Despite the permanently tight financial situation, many goals outlined in the Region's Five-Year Plan are being met, some of them several years ahead of schedule. With the continuing help and co-operation of the regional and local boards and especially the regional and local library staff, the region will attempt to progress even further in meeting its goals in the coming years.

Central Region

Circulation in the 19 libraries, during the year, was 286,900, compared to 288,203 the previous year. Six libraries showed increases, with the most dramatic taking place at Grand Falls. Thirteen libraries showed decreases, with the Springdale library showing the greatest percentage of decrease. Overall, the circulation decreased by a small percentage, but there were large individual fluctations. Also, as mentioned last year, there are sometimes large differences in circulation in libraries serving approximately the same number of people. Reference queries were 16,387, compared to 16,687 the previous year. Again, the overall statistics were close, but there were great individual fluctuations.

My previous annual reports have talked about our efforts to supply patrons throughout the region with their various informational needs. Our "Book Allocation" statistics show a new heading or an old heading with a new meaning. That heading is "rotating books." In 1986-87, we sent out 1,332 books to 11 libraries; those books were on loan for a period of time (usually 3 months) and provided the various libraries with recent best sellers that they would not have had otherwise. Another new heading in 1986-87 is "uncatalogued books", a large number of which are paperback and this is part of our effort to buy more for less and thus to provide more reading material.

The 1986-87 statistics include two new categories - annual in-library use of materials and annual library visits. During the weeks of October 27-November 1, 1986, and January 26-31, 1987, two surveys were taken and from them we have extrapolated annual totals. During the year, there were 173,526 visits to libraries in the Central Region, with Grand Falls heading the list with 47,925 visits. The annual total for in-library use of materials, which include all books, pamphlets, magazines, newspapers and anything else used by library patrons, was 795,000. We are now in the process of trying to refine the method of taking those latter statistics.

Items borrowed on interlibrary loan in the Region was up from 2,304 in 1985-86 to an amazing total of 3,211 and items loaned from 782 to 1,765. The 1,765 number is so high because the Regional Office began a process, during the year, of supplying local libraries with materials for their vertical files; however, many of the local librarians are now taking full advantage of the microfiche catalogue for

interlibrary loan purposes. The libraries at Buchans, Hermitage and Robert's Arm have used this aspect of library service to a greater degree than one would expect from their size and opening hours; Springdale, Harbour Breton and Harry's Harbour need to use it more.

Throughout the year, individual libraries continued their successful efforts of publicizing their libraries. At the regional level, the Children's Book Festival Week, in November, saw the visit of writer Marianne Brandis, who read from and discussed her writings at the Botwood public library. The same week in November was Newfoundland Library Association Week. During that week, local authors Len Margaret (Mrs. Mary Pittman) and Calvin Coish visited libraries at Grand Falls, Windsor and Buchans, where they read from and discussed their works. It is hoped that the essay contest, which took place some time ago, can soon be finalized and the accompanying pamphlet can be soon distributed. The promotional kit that the regional board has been talking about for some time should also soon be distributed.

Statistically, our year has been a successful one when compared to previous years. One of our major tasks is to keep working at the quality of the service we offer, and we improve only with the co-operation of the major participants.

Gander Region:

The 1986-87 fiscal year has been a busy one for the Gander Region.

Circulation of materials has increased marginally from last year, with the figure of 232,325 being recorded.

A dramatic increase in interlibrary loans has been tabulated from the reports of local library staff, showing this year's microfiche requests of 4,142, up 77 percent from the previous year when only 2,337 microfiche transactions were processed. This number combined with the 1,081 non-microfiche requested handled by the Regional Library, has given a total figure of 5,223, up 39 percent from last year.

Also increased substantially is the number of reference queries being handled by all staff. This year our branch staff answered 23,805 reference/research questions, up 40 percent from last year's recorded number of 16,907.

These figures verify that despite no increase in hours of opening, or in the number of staff, in our branches, the quantity and quality of library service provided to our public remains at a standard, productive level.

The Region acquired 5,718 new volumes over the past year. A plan to up-date the reference collections of each branch was adopted by the Executive last summer, following a survey carried out by the Regional Librarian. Ten sets of new encyclopedias were purchased for 10 branches, at a cost of approximately $4,500. The remaining 8 sets will be purchased out of our budget of 1987-88. Many new reference titles were added to the Regional Resource Collection and have been a most needed and welcomed addition.

Several small branches have handed their respective long-playing album collections back to the Region, due to the fact that the service is not being utilized at all. Some of these records were re-allocated to our larger branches where there is still a need for them; others were discarded due to very poor conditions of the albums, rendering them un-playable.

The rotating fiction collections are still a very popular service to our branches, providing a wide variety of titles to each branch every few months.

Over 1,000 adult non-fiction titles for our Region were added to the microfiche catalogue, by the assistants hired on our Job Creation Grant last spring/summer. This will be of much benefit in interlibrary loan services.

Book deposits to communities without libraries were cut back due to the lack of appropriate materials available. However, we did loan out books regularly to individual patrons in Herring Neck and St. Brendans. A substantial number of discarded books (duplicate copies) were donated to the volunteer library in Birchy Bay.

Many libraries participated in Newfoundland Library Week, by holding book fairs, contests and other fund-raising events in an attempt to promote public library service in their respective communities.

In conclusion, then, I would like to say it has been a very active year for everyone involved in the system. The Region has again provided a very acceptable level of public library service within the budget provided by the Provincial Library Board.

Labrador-Northern Region:

The year just past was a most successful one. Book circulation statitics showed a 10 percent over 1985-86 while the number of items borrowed on interlibrary loan almost doubled. The L'Anse au Loup and Cartwright libraries were revitalized by new librarians. Port Saunders library was moved to a much better, albeit temporary, location in the centre of the town. The CFS Goose Bay library completed its first year as an affiliate of the Region and, together with the Melville library, offered Happy Valley-Goose Bay seven days-a-week service. Wabush, Labrador City, Churchill Falls and St. Anthony continued to be models of small public library operations.

As part of National Children's Book Festival Week, a children's author and illustrator visited four Labrador communities. And two libraries - Port Saunders and the affiliated North West River volunteer library - were co-winners of a reading stimulation grant.

The figures for interlibrary loan transactions are revealing. Some libraries - St. Anthony, Churchill Falls, Labrador City - are heavy borrowers/lenders. The loaning is the more easily explained: all three libraries have good collections with often unique titles in them. Labrador City, as the regional resource centre, has many "one-of" titles, but book purchases by the local boards is also a factor. The figures for borrowing are more difficult: the smaller - and more remote - libraries should be heavy users of the ILL service. But, as a whole, they are not. This I ascribe to staff training, particularly in the area of the reference interview, and staff attitude. Cartwright's new librarian made 92 ILL requests in her first six months of work while her predecessors rarely - if ever - made one a year. Our emphasis in the past has been primarily to instruct local librarians how to fill out the forms and which colours to mail and which to keep. I am now ready to argue that the low use of the ILL services (in this Region, at least) is due to a breakdown in the reference service offered in some libraries. Correcting this problem will be one of my priorities in 1987-88.

In a region with so many small, isolated communities library service must utilize other means to meet the needs of the people of Labrador and the Northern Peninsula. In 1986-87 the regional office received 492 mailed-in requests for books or information. Of these, school requests were only 16 percent of the total; the remainder were from individuals primarily interested in recreational reading. In every instance the letter writers were specific about which authors

and titles they wanted from us. If particular titles were not available, an alternate by the same author, or - as a last resort - a similar author was mailed out. The books were either loaned from Labrador City by the regional office on the individual's behalf or were provided from the region's exchange collection. This service has not been actively promoted but, rather, supplements what Provincial Books-By-Mail offers the small communities.

Between October, 1985 - March, 1986, the regional office handled four school requests for information. In the past 12 months we received 80 school requests of which 72 were filled by the regional office.

This dramatic increase was the result of a direct-mail approach in September, 1986, to all 65 schools with the region. The recent changes in the high school curriculum have increased the need of both the classroom teacher and students to have access to library facilities. These, unfortunately, are often practically non-existant in many small communities. Consequently, the regional office's ILL-by-mail service met a very real need last year.

Last fall we recognized that many school requests were for a limited number of topics and that multiple copies of vertical files were needed. This became a costly operation both in terms of materials and staff time. In January a meeting was held with administrators from the Labrador East Integrated and Labrador Roman Catholic School Boards to discuss this situation. We agreed that if the Region provided a master copy of high demand vertical files, the two boards would duplicate and distribute these to their schools. This plan was completed in May, 1987. A similar arrangement was made with the Eric G. Lambert School in Churchill Falls.

In 1985 the Federal Government announced its intention to bid for a NATO flying training centre which would be located at Goose Bay. In June, 1986, an Environmenal Assessment Review Panel was established to study and prepare a report on this proposal. Because the decisions emanating from this EARP are of particular significance to Labrador, the Region has actively collected materials on this subject. This file has grown to become 18 sub-files, including the transcripts of the community meetings held by the EARP, in the past year. The complete file is available at the Melville and Labrador City Public Libraries while the EARP papers (including transcripts) are also available in Cartwright and L'Anse au Loup.

For the first time, last year a children's author and illustrator visited Labrador as part of National Children's Book Festival Week. Marianne Brandis visited the Melville Public Library and schools in Happy Valley-Goose Bay and Sheshatshit. A planned visit with Alan Daniel to Churchill Falls was cancelled due to weather, as was his scheduled visit to St. Anthony. Alan Daniel gave book talks in Happy Valley-Goose Bay, Sheshatshit (a fill-in for Churchill Falls), Wabush and Labrador City. Both enjoyed their tour thoroughly and returned home with fond memories of Newfoundland and Labrador.

Library services were extended by providing exchange book collections to the two affiliated libraries, by stimulating school requests for information and by responding to individuals in small communities who wrote in for books. It was a successful year.

Western Region:
In spite of the decrease in new book acquisitions, circulation remains virtually unchanged over 1985-86, with circulation of all library materials being 392,402. However, there were few dramatic increases or decreases being recorded in any branch.

Registration is virtually unchanged with 29 percent of the population within 7 miles of a library being registered and 23 percent of the total population in the Region. There are at present 21,667 registered borrowers.

For the first time ever, all libraries in the province conducted 2 sets of surveys to measure "in-library use of materials" and "established annual library visits per capita". The results of the surveys reveal that in-library use of materials is as much as 75 percent greater than out-of-library circulation, bringing the total use of our materials to just over one million, or 12 items per capita per year or 50 per registered borrower.

Although the collection of these figures was labour intensive, I feel that the results are justified in terms of increasing our ability to demonstrate to our government and the public that libraries are being used and are providing services to the public which justify our increasing operating costs.

This year we have seen an increase in total interlibrary loan transactions from 5,434 to 6,360, or 17 percent. The patterns of use have not changed significantly. Last year we filled 50 percent of our requests within our own Region; this

figure remains unchanged this year. Last year 3 percent of our requests were filled by purchase; this year, 1 percent. Last year 44 percent of our requests were filled from outside the Region; 46 percent were this year; the percentage supplied by REF has decreased from six percent to two percent, with an equivalent increase in direct borrowing from branches in other regions through the microfiche - a natural enough result considering the number of new titles which are added to the fiche each year. Last year 57 percent of our loans were made to libraries outside Western Region; this year, the figure is 52 percent. Both last year and this year, we had to return 4 percent of our requests unfilled due to heavy demand, overdues or book loss.

Thirty-six photos and articles about our libraries have been added to our clippings book this year. In addition, weekly columns prepared by the Channel Port aux Basques library staff and Lynne West, Corner Brook City Librarian, continue to appear in the Gulf News and the Western Star. "Cover to Cover", our CBC Radio spot has now logged over 125 episodes.

We received excellent media coverage from the CBC on the issue of the proposed federal sales tax on books and magazines with one TV feature which was run twice and two different radio interviews.

Our Children's Book Festival guests, Monica Hughes, who visited Cow Head and Woody Point libraries, and Alan Daniels, who appeared at Corner Brook City Library, were tremendous hits.

The library van is now sporting the international library symbol which has been approved for use in the Newfoundland Public Library Services. Many library staff members and trustees have purchased lapel pins and buttons, and next year we will have a supply of them on hand for purchase, rather than trying to cope with the nuisance and unrealiability of prepaid orders. One library symbol flag was purchased for the new library at Woody Point and regional board members were so impressed that we decided to purchase one for each branch from book sale proceeds.

This year local boards spent only $4,200 more on basic operations than was given them by Western Region in operating grants. Last year, the figure was $10,000. Shortfalls were covered by municipal grants and other local sources of funding. The result is that, on the whole, the Region is in roughly the same fiscal situation this year-end in operating accounts as it was last year, and considerably healthier in capital, although a good percentage of this accumulated capital has been earmarked for specific projects.

St. John's City Libraries

This year for the first time St. John's Libraries, in common with other public libraries in the province, have not relied solely on borrowing statistics, reserves and enquiries to measure library use. Surveys were conducted in accordance with standard procedures to determine "in-library" use of materials, the number of persons coming to the library and attendance at library programmes, in order that we could more accurately assess to what extent our services and materials really are used. These figures showed us that although the general trend of a decrease in overall circulation continued, in addition over 146,000 items were used on the library premises - many of these by persons who are not all registered borrowers.

All the branch libraries showed lower circulation figures, yet numbers of enquires increased. Our branches suffer most from the effects of inflation on adult book purchasing particularly from the limitation we have had to place on duplication of titles. The most frequently expressed complaints, which came through loud and clear at every service point, were the lack of new books, the impossibility of finding current popular titles/subjects on the shelves and if reservations were made, the length of time due to long waiting lists readers had to wait to obtain them. Both central library adult and children's divisions showed a slight increase in the numbers of books borrowed.

For the first time in five years, in response to many requests from patrons, the A.C. Hunter Libraries were open on Sundays for three and a half hours during winter months. Although circulation was not high - an average of 172 adult and 105 childen's items borrowed in comparison with a daily average of 483 and 261, respectively - many persons came to browse and read in the library or in search of information(mainly for school assignments).

Response to this service has been positive and appreciative, despite lack of reader assistance and frustration and annoyance on the part of some people when access to the Provincial Reference Library was denied. Sunday appears to be the one day in the midst of numerous winter activities when families can relax and visit the library together.

Last April additional space was acquired for the Marjorie Mews Library and an activity room provided when it was moved to the second floor. A 13 percent decrease in circulation

was disappointing. However, response to children's programming was good, the number of enquiries increased and many groups/classes visited the library.

Developing and maintaining a balanced collection and responding to users demands for more new books, current best sellers, books on popular subjects, computers and related materials, compact discs, updating and replacing stock are impossibile while budgets do not keep pace with inflation. The import tariff on books and periodicals originating in the U.S.A. had serious repercussions on libraries last year and resulted in a stream of protests - mercifully it has been removed, but now there is talk of removing the Federal Sales Tax exemption on books and periodicals which could have a disastrous effect on all libraries.

We cannot afford to let our bookstock slip back further. Library materials must be top priority; libraries need to be open when people use them but staff can be spread only so far. If opening hours have to be expanded to meet user requirements in one direction, they will have to be cut in another, rather than profess to offer services that cannot be adequately maintained which results in patron discontent and staff frustration.

Although we added a thousand more books than last year, thanks to receiving gifts of 346 books and the St. John's Board making available $16,555 for book purchase, one-third of the total purchased was to update subjects or to replace lost, long overdue or worn-out items still in demand. Fourteen percent of adult books withdrawn from central adult stock are outstanding overdues but until we have a more tightly controlled circulation system, this is not likely to improve. Purchase of recordings was minimal.

The Home Reader Service is the one most appreciated by library patrons and continued to be well used. There was no total loss of service during the winter; when our vehicles could not go out, it was possible to fit in routes on other days within the three week period.

Donations amounting to $975 for books were received. Some readers make an annual gift saying it is a means of expressing appreciation for the library service and books which provide many hours of pleasure; some make a gift in lieu of memorials.

PUBLIC LIBRARIES BOARD
STATEMENT OF REVENUE AND EXPENDITURE
FOR THE YEAR ENDED 31 MARCH 1987

	1987	1986
REVENUE		
Operating Grants		
Province of Newfoundland	$4,600,000	$4,300,000
Government of Canada	--	32,772
City of St. John's	20,000	20,000
Various Municipalities	*--	35,540
Other Revenue		
Donations-Service Clubs & General Public	--	12,789
Sale of Photocopies	11,859	12,555
Miscellaneous	506	6,457
	$4,632,365	$4,420,113

* Information not available at time report was compiled.

EXPENDITURE		
Advertising	1,271	721
Auto Operation	17,107	17,647
Binding & Repairs	2,581	1,868
Catalogues	10,035	12,500
Computer Services	95,786	120,353
Conferences	13,969	42,534
Contingencies	2,028	336
Freight & Postage	53,954	45,311
Grants to Local Libraries	194,222	176,049
Heat and Light	32,581	36,742
Insurance	30,586	25,425
Inter-Library Loans	406	419
Library Materials	728,531	667,184
Library Promotion	770	859
Microform	10,079	4,939
Miscellaneous	3,193	3,822
Office & Library Supplies	92,051	86,366
Rental of Equipment	38,255	55,665
Rental of Premises	152,478	131,719
Repairs & Maintenance	25,545	23,222
Salaries-Classified Staff	2,177,402	2,053,080
Salaries-Local Library Staff	823,232	781,920
Security & Janitorial Services	12,924	13,182
Staff Development	3,782	--
Telephone & Envoy	51,496	48,623
Travel	83,598	84,007
	$4,657,862	$4,434,493

N.B. Financial Statement Subject to Audit

PUBLIC LIBRARIES BOARD
CAPITAL ACCOUNT
FOR THE YEAR ENDED 31 MARCH 1987

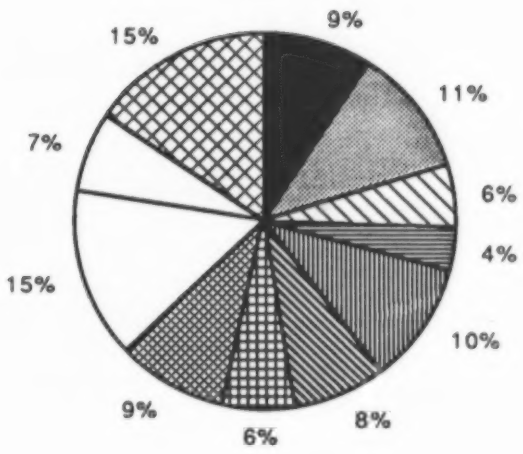
	Expenditure for Period	Budget 1985-86
Administration	$ 19,030	$ 23,102
Avalon Region	98,077	$ 99,964
Bonavista-Burin Region	17,326	$ 18,000
Books-By-Mail	--	14,130
Central Region	24,396	26,000
Gander .egion	67,218	72,090
Labrador-Northern Region	19,357	23,552
Provincial Reference	14,158	17,133
St. John's City	14,079	14,649
Technical Services	1,708	1,700
Western Region	20,856	26,634
Contingencies	--	10,000
Total:	$296,205	$346,954

STATISTICS 1986-87

NAME	SERVICE POINTS	BOOKSTOCK	CIRCULATION	REGISTERED BORROWERS	HOURS OPEN
AVALON REGION	22	140,419 (128,299)	288,537 (295,784)	16,321 (15,194)	18,832
BONAVISTA-BURIN REGION	11	77,409 (73,463)	166,001 (174,218)	8,306 (7,198)	10,582
CENTRAL REGION	19	168,852 (132,437)	288,203 (288,203)	15,417 (16,203)	17,368
GANDER REGION	18	127,572 (128,974)	232,325 (231,768)	14,751 (20,239)	17,576
LABRADOR-NORTHERN REGION	9	89,491 (86,919)	140,828 (127,757)	8,346 (6,969)	11,284
PROV. BOOKS-BY-MAIL	1	20,000 (20,000)	59,852 (54,040)	N/A	1,820
PROV. REFERENCE & RESOURCE LIBRARY	1	80,242 (77,665)	11,084 (5,731)	N/A	3,172
ST. JOHN'S CITY	4	118,652 (120,874)	396,647 (405,907)	14,288 (13,772)	9,152
WESTERN REGION	22	205,163 (200,585)	392,402 (393,900)	21,667 (21,528)	24,128
TOTALS	**107**	**1,027,800** (969,216)	**1,975,879** (1,817,308)	**99,096** (101,203)	**113,914**
		6%	8.7%	-2.1%	

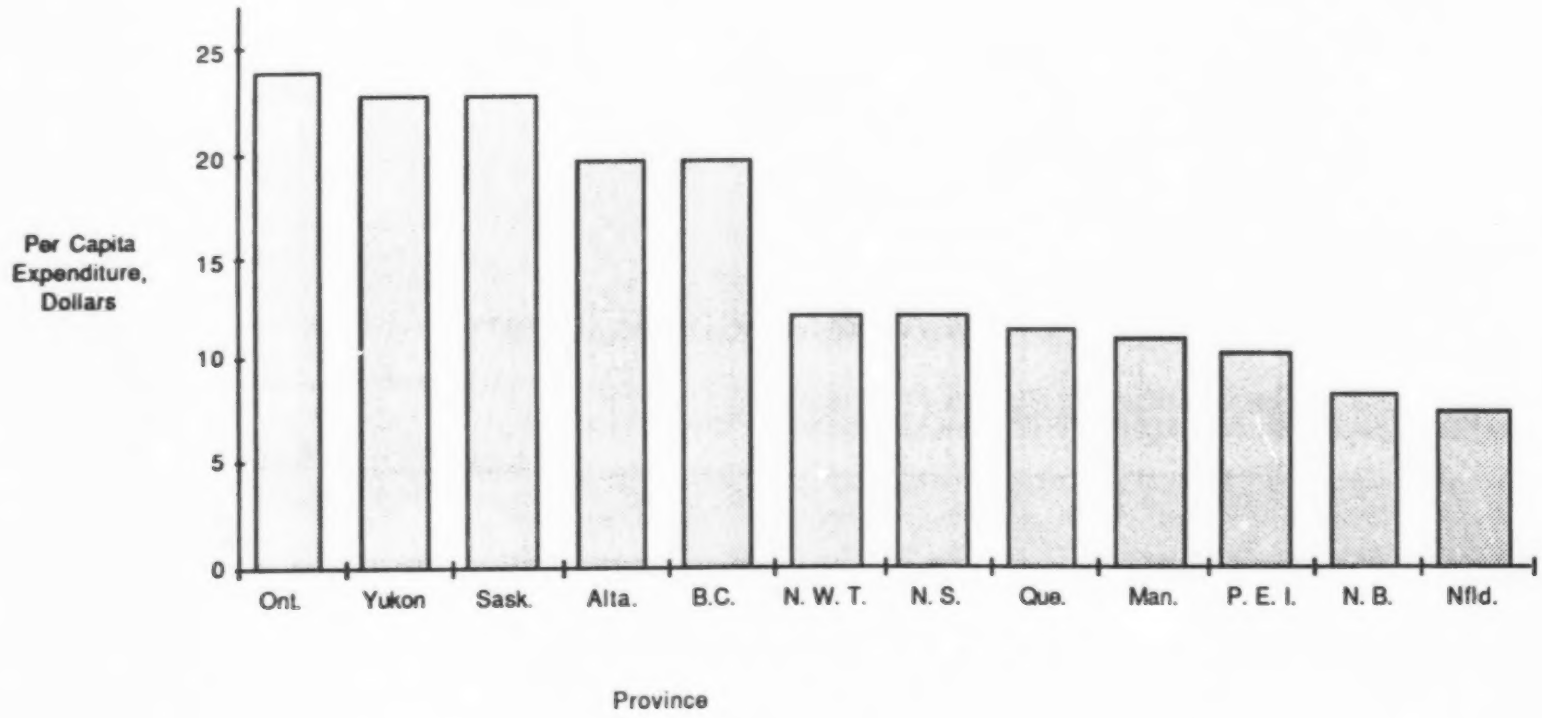
NAME	ILL TRANSACTIONS	REFERENCE ENQUIRIES	LIBRARY VISITS	LIBRARY PROGRAMME ATTENDANCE
AVALON REGION	4,541 (4,072)	13,872 (11,180)	148,184	9,170
BONAVISTA-BURIN REGION	1,669 (1,334)	6,625 (6,708)	89,922	4,274
CENTRAL REGION	4,976 (3,087)	16,387 (16,692)	173,526	N/A
GANDER REGION	4,828 (3,447)	23,900 (16,900)	172,851	4,150
LABRADOR-NORTHERN REGION	1,947 (986)	11,780 (10,036)	88,450	2,391
PROV. BOOKS-BY-MAIL	N/A	N/A	N/A	N/A
PROV. REFERENCE & RESOURCE LIBRARY	5,368 (5,840)	22,245 (22,134)	40,518	727
ST. JOHN'S CITY	3,239 (1,240)	11,735 (10,088)	260,500	19,950
WESTERN REGION	6,360 (5,434)	17,730 (14,872)	359,563	2,262
TOTALS	**32,928** (25,640)	**124,274** (106,476)	**1,333,514**	**42,924**
	28.4%	16.7%		

Provincial Expenditure 1986-87
Breakdown by Departments/Regions

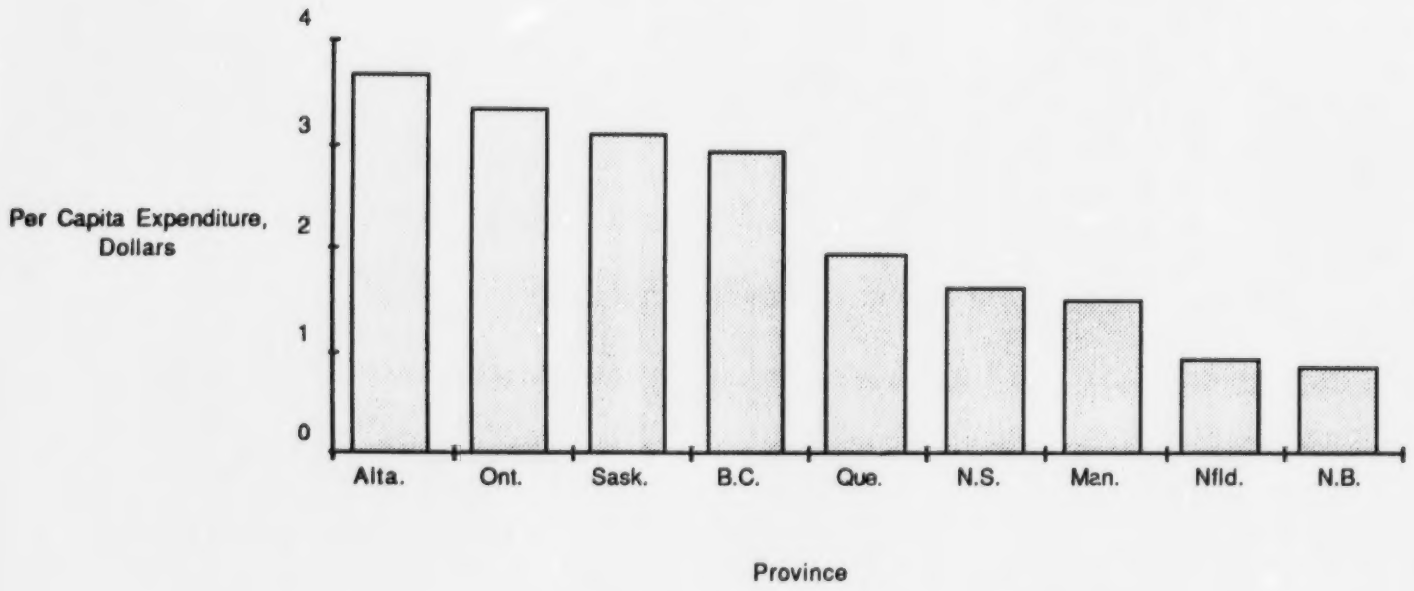


Administration	$431,435
Avalon	502,359
Bonavista	263,899
Books by Mail	167,197
Central	485,663
Gander	362,962
Labrador Northern	292,484
Provincial Reference	434,003
St. John's	695,230
Technical Services	323,581
Western	706,979
Total	$4,665,792

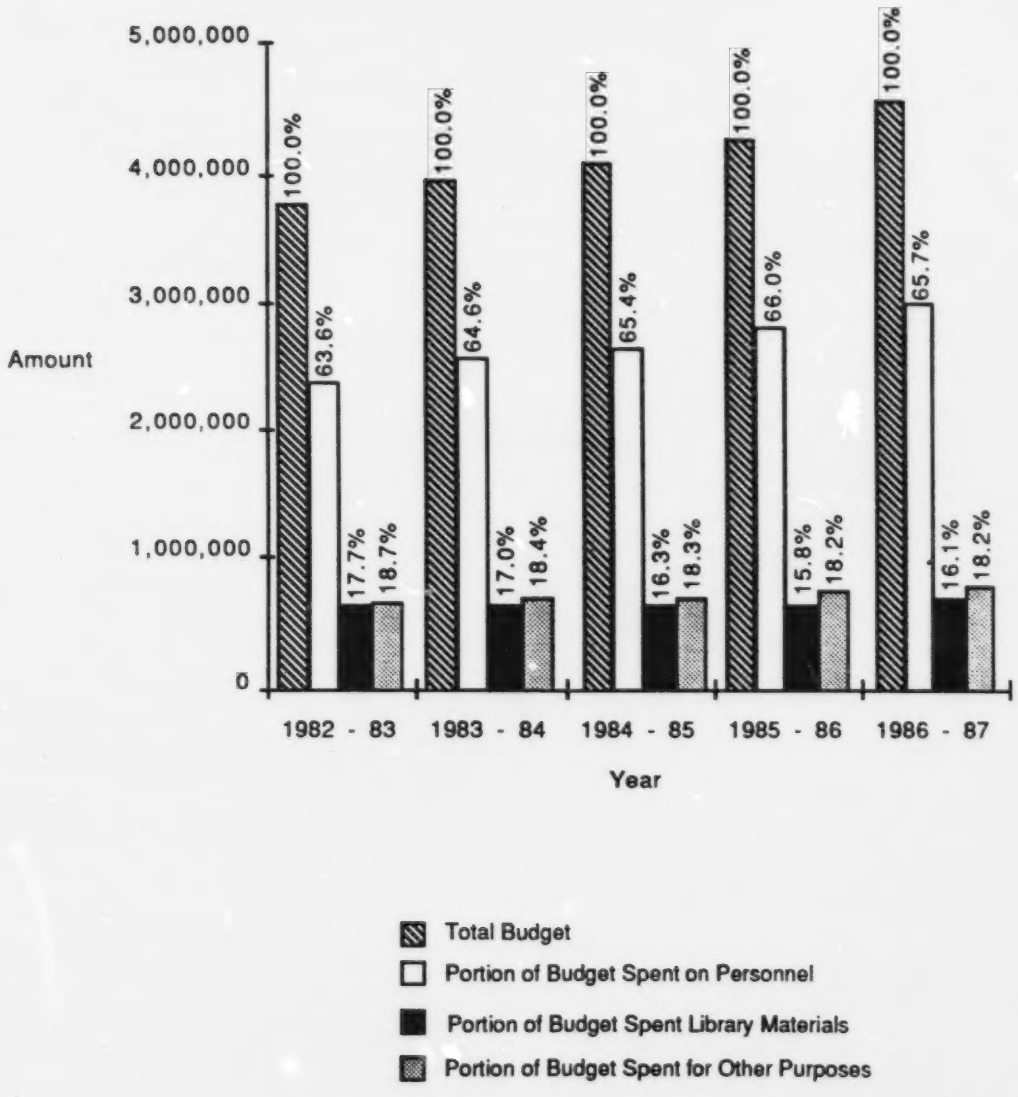
Public Library Finances
Per Capita Expenditure
1985



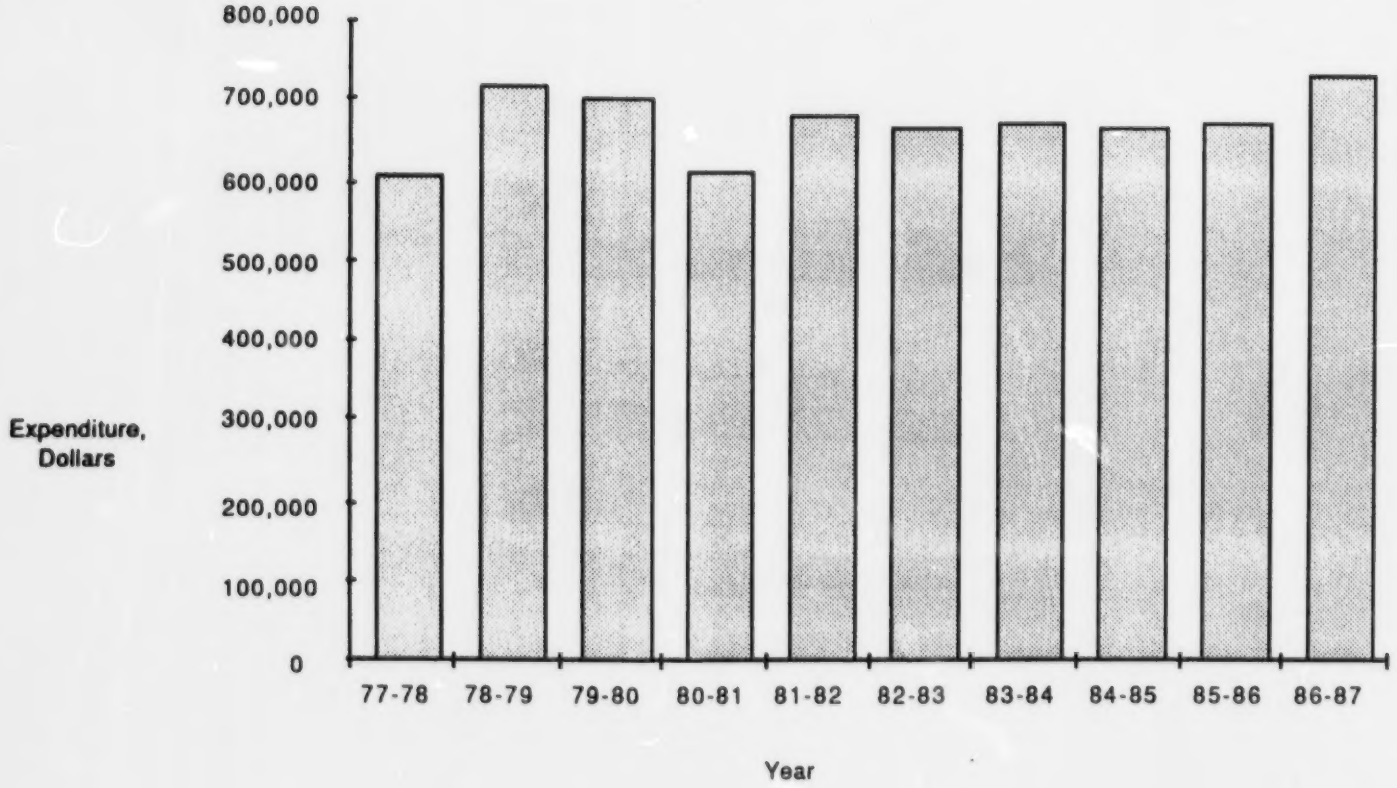
Public Library Finances, 1985
Per Capita Expenditures - Books



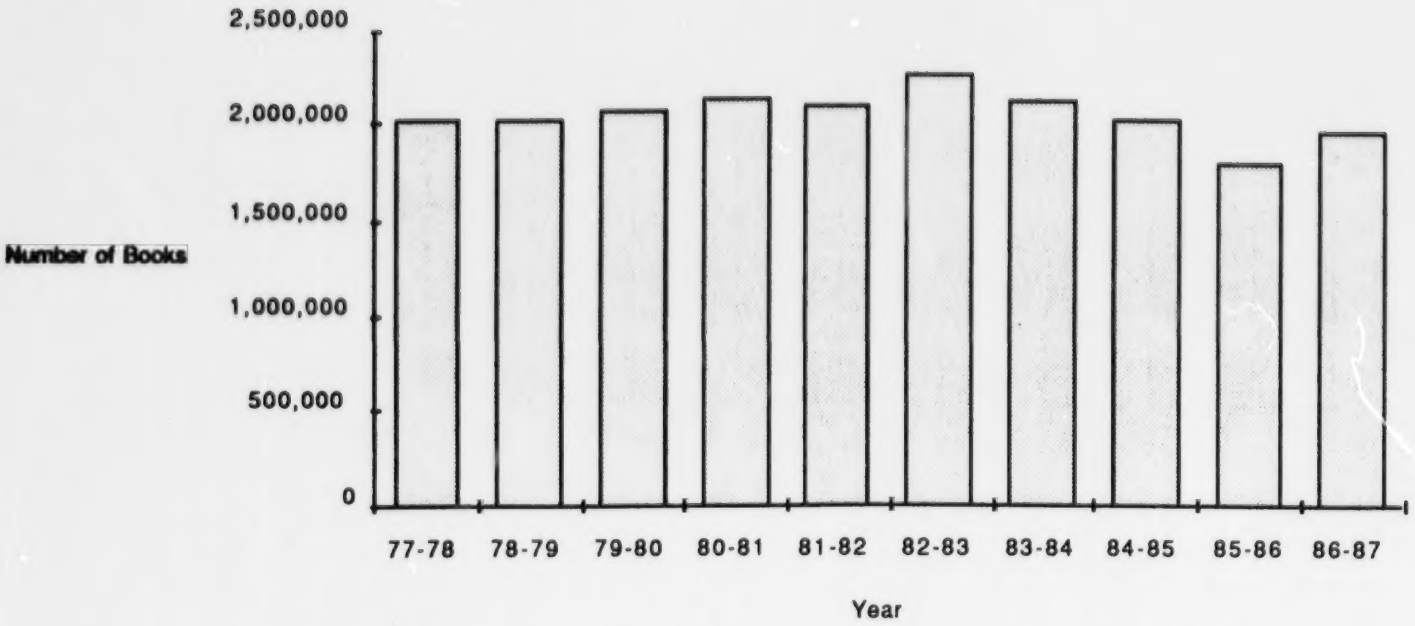
Comparison of Expenditure for Personnel and Library Materials with Total Budget



Expenditure on Library Materials
1977/78 - 1986/87



Circulation
1977/78 - 1986/87



Books Processed in Technical Services
1977/78 - 1986/87